

**Deborah.Easterling**

238557

**From:** Deborah.Easterling  
**Sent:** Wednesday, August 22, 2012 4:16 PM  
**To:** 'Greg Smith'  
**Subject:** RE: Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Dear Mr. Smith,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

-----Original Message-----

**From:** Greg Smith [<mailto:gregoncharlotte1@gmail.com>]  
**Sent:** Tuesday, August 21, 2012 8:51 PM  
**To:** PSC\_Contact  
**Cc:** [gregoncharlotte1@gmail.com](mailto:gregoncharlotte1@gmail.com)  
**Subject:** Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

The attached file is the filled-out form. Please open it to review the data.



\* Required Fields

Date: \* 08/21/2012

**Letter of Protest**  
**in Docket 2012 - 177 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* Greg Smith

Mailing Address \* 4046 Windward Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 704-996-2162

E-mail gregincharlotte1@gmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a customer. I was appalled during the last increase to find out that it was passed due to the low number of complaints. Any business person and hopefully government body would know by now and especially in this economic time that you can't blame your failures on someone else. TCWS needs to face the fact that if they have created a situation by ignoring it for years that they can't merely ask for a 66.90% (WHAT!!!) wastewater increase and an 18.54% water increase and expect everything to be okay. So my interest is to not let them get away with such a crime. Public utilities is not a personal choice in our case and must be handled properly with the Powers of the People.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

An increase of this proportion is criminal. TCWS has been servicing Tega Cay long enough to know the history of the water and sewer lines. As caretakers of them they are responsible for the upkeep and maintenance. A company that is doing its job does not all of a sudden have to sink \$2,000,000 into the infrastructure and then expect the customers to pay for what they have been paying for all along. Just like the oil refineries that were not up to code when the hurricanes took them off line and brought attention to the criminal behaviors of the oil companies, this situation is very similar. When an end user has been paying for a product or service already at a premium, and laws and procedures are in place to protect from future catastrophes or severe problems, they do not plan to pay a higher price due to the negligence of the company and its workers. A neighboring sewer and water service (TCUD) is supplying service at a much lower rate and have to send the sewage much further.

And my second reason of protest would be that TCWS has no public records that their customers can view and understand where the increase would even be warranted. The company is out of North Carolina and is owned by a major company out of Illinois but we can not see a budget or a P&L for the Tega Cay area. We want to know where our money has gone and will be going. TCUD provides that information for their customers on the Tega Cay government web site.

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***

If I am available I would like to attend.